

PRINCE ALBERT MUNICIPALITY



PROMOTION OF ACCESS TO INFORMATION MANUAL

APPROVED BY COUNCIL ON 26 SEPTEMBER 2024

RESOLUTION: 78/2024

PRINCE ALBERT MUNICIPALITY



ACCESS TO INFORMATION MANUAL

This manual has been compiled in terms of the provision of the Promotion of Access to Information Act, 2000 (Act 2 of 2000).

The manual is compiled to:

Foster a culture of transparency and accountability giving effect to every person's right of access to information.

Actively promote a society in which the people of Prince Albert have effective access to information to enable them to fully exercise and protect all of their rights. =

1. PURPOSE OF PAIA MANUAL

The PAIA Manual is useful for the public, *inter alia* to-

- 1.1 check the nature of the records which may already be available at the Municipality without the need to submit a formal PAIA request;
- 1.2 understand how to make a request for access to a record of the Municipality;
- 1.3 obtain all relevant contact details of the person(s) who will assist the public with the records they intend to access;
- 1.4 know all remedies available from the Municipality regarding request for access to the records, before approaching the Regulator or the Courts.

2. ESTABLISHMENT OF THE PRINCE ALBERT MUNICIPALITY

The Prince Albert Municipality was established on 22 September 2000 as a Category B Municipality, refer to Section 12 Notice No. P.N. 507 dated 22 September 2000.

3. Prince Albert MUNICIPALITY: DESCRIPTION OF ITS STRUCTURE AND FUNCTIONS

3.1 Municipal Council:

The Council consists of 7 Councillors, including the following full time Councillors: The Executive Mayor and the Speaker and 5 Councillors. The Executive Mayor has been assigned with the Executive Leadership of the Council and all the relevant powers, excluding those as stipulated in the Constitution (Act 108 of 1996) has been assigned to this office, subject to the stipulations of Section 59(1)(a) of the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000). The Executive Mayor is assisted by the Speaker, Executive Deputy Mayor and 5 Councillors who are chairing the following Portfolios:

- Personnel and administration committee: Magrietha Dorothea Jaftha
- Development: Neville Aubrey Claassen
- Financial: Linda Kathryn Jaquet
- Technical: Sidney Deon Koonthea

The names of the current Councillors are attached, marked as **Annexure F**, and may be amended as and when required.

3.2 Staff establishment and main functions:

The staff establishment is based on the division of functions between the following Directorates:

3.2.1 Office of the Municipal Manager:

The Municipal Manager, who is also the Accounting Officer of the Municipality, is responsible for the management of the Municipality and all its Directorates and is the contact between the political structures and the administration.

Sub-Directorates:

1. Personal Assistants – Councillor Support
2. Internal Auditor
3. Public Relations Officer
4. Administrative Officer
5. Director: Financial Service
6. Director: Corporate and Community Service
7. Director: Technical Services

3.2.2. Directorate: FINANCIAL SERVICES:

Sub-Directorates:

1. Administrator (IT) Information Technology Support
2. Manager Revenue Services
3. Manager Expenditure
4. Intern (IT) information Technology Support

3.2.3. Directorate: Corporate and Community services

Sub-Directorates:

1. Director Corporate and Community Services
2. Clerk: Admin Support
3. Senior Manager: Corporate and Community Services
4. Manager Support Services
5. Town Planner
6. Manager Community Services
7. IDP & Performance Management Coordinator

3.2.4 Directorate: Technical Services

Sub- Directorates:

1. Director Technical Services
2. Admin Clerk
3. Senior Manager: Technical Services
4. Operational Facilitator
5. Technical Civil Services
6. Technician Electrical
7. Technician: Road Contraction and Solid Waste

4. DETAILS OF INFORMATION AND DEPUTY INFORMATION OFFICERS

4.1 Information Officer

Designation: Municipal Manager

Address: 33 Church Street / Po Box 53
Prince Albert 6930

Telephone Number: (023) 541 1320

Fax Number: (023) 541 1321

E-mail address: adminklerk@pamun.gov.za

4.1.1 Deputy Information Officer

Designation: Senior Manager: Corporate- and Community Services

Address: 33 Church Street / Po Box 53
Prince Albert 6930

Telephone Number: (023) 541 1320

Fax Number: (023) 541 1321

E-mail address: adminklerk@pamun.gov.za

The names and contact numbers of the current information officers are attached, marked as **Annexure E**, and may be amended as and when required.

5. DESCRIPTION OF GUIDE REFERRED TO IN SECTION 10 (INFORMATION REQUIRED IN TERMS OF SECTION 14(1)(C) OF THE ACT)

Section 14(1)(c) of the Act calls for a description of the guide referred to in Section 10 of the Act, if available, and how to obtain access to it. The guide referred to in Section 10 must be compiled by the Human Rights Commission containing such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. The regulations regarding the Promotion of Access to Information published under Government Notice R187 of 15 February 2002 set forth how the Human Rights Commission should make the guide available.

The guide is available from the Human Rights Commission. Enquiries can be directed to the Human Rights Commission, Private Bag 2700, HOUGHTON, 2041, Tel: (011) 484 8300, Fax: (011) 484 7146 and e-mail: paia@sahrc.org.za.

6. REQUEST FOR ACCESS TO A RECORD OF THE PRINCE ALBERT COUNCIL (SECTION 14(1)(D) OF ACT 2 OF 2002)

The Prince Albert Municipality keeps record of all correspondence, agendas, resolutions, building plans, town planning maps and other information relating to all municipal services. The Municipality keeps record of inter alia the following:

6.1 Office of the Municipal Manager

All information pertaining to the undermentioned and records relevant to the specific responsibilities of the Municipal Manager.

6.2 Community Services

Records pertaining to libraries, development projects, parks, cemeteries and recreation as well as cleansing matters, waste management and pollution, and Community Halls.

6.3 Corporate Services

Human resources, staff records, personnel conditions of service and procedures, information pertaining to the full spectrum of personnel, Council agendas and minutes and records control/archives.

6.4 Financial and accounting records

Asset registers, bank account details, financial statements, budgets, expenditure and income control, valuations, land and property tax, loans, funds, investments, insurance, indigent support and internal and external audit reports. Information Technology, Supply Chain Management, Tender- and Quotation registers.

6.5 Technical Services

All information pertaining to electro technical matters.
Civil Services: Water and Sewer, Mechanical Services (Pump station), Telemetry and Fleet Management and Roads, Transport and Stormwater.

6.6 Development and Planning

All information pertaining to development and planning matters. Records pertaining to building matters such as building plans, building clause registers, as well as town planning and – development, Municipal Properties, Rental agreements and Human Settlement (Housing).

6.7 Community Safety

All information pertaining to law enforcement, traffic, fire, rescue, disaster and environmental services.

7. METHOD TO GAIN ACCESS TO INFORMATION

In the event of a member of the public requiring information from the Prince Albert Municipality in terms of the provision of the promotion of Access to Information Act, 2000 the following procedure should be followed:

7.1 The request must be made in writing on the prescribed form (Annexure A) attached thereto the receipt of payment of the prescribed application fee of R100.00 to:

The Municipal Manager

Per Registered Post:

Private Bag X53
PRINCE ALBERT
6930

Per email:

adminklerk@pamun.gov.za

Hand delivered:

Principal Archives Clerk
Prince Albert Municipality
33 Church Street
Prince Albert

7.2 The application should state clearly what information is required in order for the official to identify

The records requested;

- The applicant;
- Whether the information is publicly available;
- Whether the information is mandatory protected / private information
- To establish under which Directorate the information is held.

7.3 The application form, Form 2 (Annexure A), must be accompanied by the prescribed application fee as per Annexure C.

- 7.4 The Information Officer must respond to the applicant regarding the progress of the application within thirty (30) days of receipt of the application, informing the applicant whether his/her application has been successful or not and/or whether further information is required.
- 7.5 If the Municipality is not in possession of, or the information requested is under the control of another public body, the applicant will be informed thereof.
- 7.6 If information is no longer available and all reasonable steps have been taken to find a record requested, the Information Officer will inform the applicant accordingly.
- 7.7 Requests may be deferred until information becomes available. The applicant will be notified accordingly and will request the applicant for an extension of thirty (30) days.

8. REFUSAL TO ACCESS TO RECORDS

The Information Officer or Deputy Information Officers may refuse access to records under certain circumstances as provided for in Chapter 4 of the Promotion of Access to Information Act, 2000.

9. INTERNAL APPEALS AND FEES

If an applicant has been informed of the outcomes of his/her application and feels aggrieved by the outcomes, the applicant may appeal to the Information Officer as follows:

9.1 An internal appeal –

9.1.1 Must be lodged in the prescribed form, **Form 4 (Annexure B) –**

- (i) within sixty (60) days of receipt of the outcomes;
- (ii) if notice to a third party is required by section 49(1)(b), within thirty (30) days after notice is given to the appellant of the decision appealed against or, if notice to the appellant is not required, after the decision was taken;
- (iii) must be accompanied by the prescribed appeal fee (R100);

9.1.2 Must be delivered or sent to the Information Officer at his or her address, fax number or email address;

9.1.3 Must identify the subject of the internal appeal and state the reason for the

internal appeal and may include any other relevant information known to the appellant;

9.1.4 If, in addition to a written reply, the appellant wishes to be informed of the decision of the internal appeal in any other manner, he/she must state the manner and provide the necessary particulars to be so informed;

9.1.5 Must specify a postal address or fax number.

10. VOLUNTARY DISCLOSURE AND AUTOMATIC AVAILABILITY OF CERTAIN RECORDS

The following categories of record of the Prince Albert Municipality are automatically available without a person having to request access in terms of the Act:

10.1. Business details of Council

Name, locality, address, telephone numbers, contact persons, hours of business, etc, of all council offices, depots, installations, facilities and amenities.

10.2. Minutes

Minutes of all meetings of Council, excluding minutes which have been marked "in-committee" (confidential).

10.3. Councillors

(Including the Executive Mayor, Executive Deputy Mayor, Speaker and office bearers). Information regarding any Councillors eg: name, political affiliation, his/her position in Council, Committee membership, full-time or part time.

10.4. Structures of Council/Committees

The composition, names of members, office bearers, political membership, time and venue of meetings.

10.5. Municipal Legislation, By-laws and Policies

All documents in this regard.

10.6. Delegations of Powers

Document approved by Council.

10.7. Budget

Budget and Integrated Development Plan (IDP) as approved by Council.

10.8. Tariffs, Fees and Surcharges

All tariffs, fees and surcharges approved by the Council for any financial year.

10.9. Publications

All publications by and on behalf of the Municipality and which had been made public or presented to Council and in which no copyright is held by persons or bodies not connected with the Municipality.

10.10. Planning

Zoning of individual erven/land and structure plans;

Copy of valuation roll, building plans to owner of erven;

No building plans or property valuation information will be provided to any applicant prior to receiving the permission from the owner (personal information).

10.11. Organisational Structure

Organograms and staff structure.

11. GENERAL INFORMATION

The Information Officer or any Deputy Information Officer may be contacted for further information not contained in this manual. This manual is subject to change due to regulations and amendments in terms of this Act. If there is any conflict between this manual and the Promotion of Access to Information Act, Act 2 of 2000, the Act will prevail.

12. PROCESSING OF PERSONAL INFORMATION

12.1 Purpose of Processing

12.1.1 Personal information is processed to comply with the Municipality constitutional and legislative mandates.

12.1.1 Personal information is used for:

12.1.1.1 Human Resources and employment purposes such as recruitment, selection and placement, administration of compensation and benefits, performance management and training.

- 12.1.1.2 Risk management
- 12.1.1.3 Planning
- 12.1.1.4 Procurement of goods and services; and
- 12.1.1.5 Rendering of services

12.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto:

Categories of Data Subjects	Personal Information that may be Processed
Natural Persons	Names and surname; contact details (contact number(s), fax number, email address); Residential, postal or business address; Unique identifier/Identity Number and confidential correspondence
Juristic Persons	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific or technical information and trade secrets
Employees	Gender, pregnancy; marital status; Race age, language, educational information (qualifications); financial information; employment history; ID number; physical and postal address; contact details (contact number(s), fax number, email address); criminal behaviour; well-being and their relatives (family members) race, medical, gender, sex, nationality, ethnic or social origin, sexual orientation, age physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person

12.3 Description of recipients or categories of recipients to whom the personal information may be supplied:

Category of personal information	Recipients or Categories of Recipients
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority

Credit and payment history, for credit information	Credit Bureaus
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12.4 Planned transborder flows of personal information

The Municipality stores all personal information within South Africa. No transborder flows of personal information are anticipated.

12.5 General Description of Information Security Measures to be implemented by the Prince Albert Municipality to ensure the confidentiality, integrity and availability of the information

The Municipality takes reasonable technical and organizational measures to secure the integrity of personal information and special personal information and uses accepted technological standards to prevent unauthorized access to or disclosure of personal information and special personal information in order to protect personal information from misuse, loss, alteration and destruction.

These measures include, among others, the following:

12.5.1 the use of firewalls, backups, antimalware on all windows devices, IT Service Continuity, authentication procedures and the Cyber Security Awareness program.

13. ACCESSIBILITY AND AVAILABILITY OF THE MANUAL

This manual may be accessed on the Municipality`s website or an electronic copy thereof may be requested.

A fee for a copy of the manual shall be payable per each A4-size photocopy made.

14. UPDATING OF THE MANUAL

The Municipality will, if necessary, update and publish, on the Municipal website, this manual annually.

ANNEXURE A

FORM2
REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester:
2. If requests made on behalf of another person, proof of such authorisation, must be attached this form.

TO: The information Officer

[Redacted Address]

(Address)

E-mail: [Redacted]

Fax Number: [Redacted]

Mark with an "X"

Request is made in own name

Request is made on behalf of another person

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel.		Facsimile:
	Cellular:		
Full names of			

person on whose behalf request is made (if applicable)			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel.		Facsimile:
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record of relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record in written or printed form			
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)			
Record consists of recorded words or information which can be reproduced in sound			

Record is held on a computer or in an electronic, or machine-readable form	
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FORM OF ACCESS (Mark the applicable box with an "X")	
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for	

the exercise or protection of the aforementioned right:	
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FEES	
a) A request fee must be paid before the request will be considered. b) You will be notified of the amount of the access fee to be paid. c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record. d) If you qualify for exemption of the payment of any fee, please state the reason for exemption	
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference Number	
Request received by: (State Rank, Name And Surname of Information Officer)	

Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

ANNEXURE B

INTERNAL APPEAL FORM

FORM 4
[Regulation 9]

Reference Number:

PARTICULARS OF PUBLIC BODY			
Name of Public Body			
Name and Surname of Information Officer:			
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL			
Full Names			
Identity Number			
Postal Address			
Contact Numbers	Tel.		Facsimile
	Cellular		
E-mail Address			
Is the internal appeal lodged on behalf of another person?	Yes		No
If answer is "yes", capacity in which an internal appeal on			

behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>		
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED (If lodged by a third party)		
Full Names		
Identity Number		
Postal Address		
Contact Numbers	Tel	Facsimile
	Cellular	
E-mail Address		

DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED <i>(mark the appropriate box with an "X")</i>	
Refusal of request for access	
Decision regarding fees prescribed in terms of section 22 of the Act	
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of Act	
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	
Decision to grant request for access	
GROUNDINGS FOR APPEAL <i>(If the provided space is inadequate, please continue on a separate page and attach it to this form, all the additional pages must be signed)</i>	
State the ground on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

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You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20_____

Signature of Appellant / Third party

**FOR OFFICE USE
OFFICIAL RECORD OF INTERNAL APPEAL**

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>			
Date received			
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:	Yes		
	No		
OUTCOME OF APPEAL			
Refusal of request for access. Confirmed?	Yes		New decision <i>(if not confirmed)</i>
	No		
Fees Sec (22). Confirmed?	Yes		New decision <i>(if not confirmed)</i>
	No		
Extension (sec 26 (1)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>
	No		
Access (Sec 29(3)).	Yes		New decision

Confirmed?	No		(if not confirmed)
Request for access granted. Confirmed?	Yes		New decision (if not confirmed)
	No		

Sign at _____ this _____ day of _____ 20_____

Relevant Authority

ANNEXURE C

PRINCE ALBERT MUNICIPALITY

FEES PRESCRIBED IN TERMS OF SECTION 15(3) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT 2 OF 2000) The access fee payable by a applicant referred to in section 22(7) of the Act, unless exempted under section 22(8) of the Act, are as follows:

	DISCRIPTION	AMOUNT	R
1	The request fee payable by every requester	R100.00	
2	Photocopy per A4 Size page	R1.50 per page or part thereof	
3	Printed copy of A4 Size page	R4.50 per page or part thereof	
4	For a copy in a computer-readable form on a flash Drive (to be provided by the requestor)	R40.00	
5	For a transcription of visual images per A4-size page	R60.00	
6	Transcription of an audio record, per A4-size page or part thereof	R24.00	
7	For a copy of an audio record on a flash drive (to be provided by the requestor)	R40.00	
8	To search for an prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation	R100.00	

9	Deposit if so required	To be determined on estimated total cost
10	Postage, e-mail or any other electronic transfer	Actual expense, if Applicable

ANNEXURE D
CONTACT DETAILS

Office

Town	Address	Office Hours	Tel Nr
Prince Albert	Private Bag X53	07:30 – 16:00	023 541 1320

ANNEXURE E

PRINCE ALBERT MUNICIPALITY: DEPUTY INFORMATION OFFICER:

1. DEPARTMENT: CORPORATE AND COMMUNITY SERVICE
SENIOR MANAGER: CORPORATE AND COMMUNITY SERVICE

PRINCE ALBERT MUNICIPALITY: INFORMATION OFFICER

1. **DEPARTMENT: MUNICIPAL MANAGER**
MUNICIPAL MANAGER

ANNEXURE F

PRINCE ALBERT MUNICIPALITY: COUNCILLORS

Staff and Administration

Magrietha Dorothea Jaftha

Development

Neville Aubrey Claassen

Financial

Linda Kathryn Jaquet

Technical

Sidney Deon Koonthea

Councilor Arnold Jonathan Mackay

Councilor Elsabé Maans

Councilor Kerneels Herman Baadjies